

November at a Glance:

Fixed Route:

Passenger Total: **253,547**
Compared to Nov. '03: 229,319

Revenue Miles: **68,778**
Compared to Nov. '03: 66,071

Revenue Hours: **7003.50**
Compared to Nov. '03: 8660.50

BT Access:

Total Passenger Trips: **986**
Compared to Nov. '03: 848

Total Passenger Served: **67**
Compared to Nov. '03: 57

Maintenance:

2 State Inspections Performed

7 Scheduled and 37 Non-schedule Maintenance Activities Performed

7 Road calls

Operations:

10 New operators were hired during the month

11 Operators received their CDL

Supervisors Carlton English and John Hopler attended a course on Bus Collision Investigation in State College, PA. They learned various accident documentation and reconstruction procedures including the use of skid/yaw marks to determine vehicle speed, proper sketching and evidence gathering, witness interview techniques, and lamp inspection. Both supervisors passed the course and received certificates from the Federal Transportation Administration.

Customer Service:

1,111 Customer contacts via phone or email



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TOTAL PASSENGERS- FIXED ROUTE & DEMAND

	FIXED ROUTE			BT ACCESS	
	TOTAL PASSENGERS	REVENUE MILES	REVENUE HOURS	TOTAL TRIPS	TOTAL PASSENGERS
Nov. '04	253,547	68,778	7004.5	986	67
Nov. '03	229,319	66,071	8660.5	848	57
% ▲	11%	4%	-19%	16%	18%

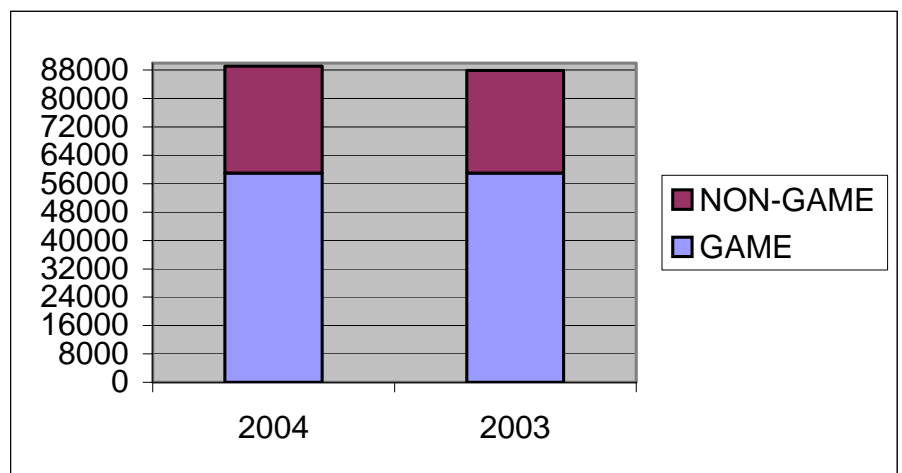
Total passengers on fixed route service increased November 2004 vs. November 2003 by (24,228) or +11%. The monthly increase in total passengers was due to a difference in academic weekdays; (2) more in November '04 vs. November '03. This same increase in academic weekdays drove the 2% rise in November YTD ridership.

TOTAL PASSENGERS

YTD FY '05	1,170,699
YTD FY '04	1,147,319
% ▲	2%

FOOTBALL GAMEDAY RIDERSHIP

Total 2004 gameday ridership was flat vs. 2003, while non-game ridership on gamedays increased slightly by 4.3% or (1250).



GAMEDAY RIDERSHIP			
	GAME RIDERS	NON-GAME	TOTAL
WEST MICHIGAN	9100	3962	13062
DUKE	7044	4053	11097
NC STATE	8591	3993	12584
WVU	9235	3802	13037
FLORIDA A&M	7139	3521	10660
MARYLAND	10266	10686	20952
UVA	7636	121	7757
TOTAL	59011	30138	89149

Recapped above are individual gameday ridership figures.

GAME DAY SHUTTLE RIDERSHIP

Parking at both the Blacksburg High School and Blacksburg Middle School continued to be a significant revenue generator for both institutions. Blacksburg Transit provides fare free shuttle service to/from the stadium for patrons of both lots. In addition shuttle service was provided for the paratransit parking area, airport, and select area hotels.

Total shuttle ridership declined by –5% vs. 2003 due to a decline in shuttle service ridership from Blacksburg High School which declined by –21% or (1,293).

FOOTBALL SHUTTLE GAMEDAY RIDERSHIP 2004					
GAME	HIGH SCHOOL	MID-SCHOOL	ACCESS	AIRPORT	HOTELS
WEST MICHIGAN	797	1,515	583	62	12
DUKE	478	1,248	368	96	16
NC SATE	685	1,786	644	163	41
WVU	953	1,621	587	63	52
FLORIDA A&M	561	1,210	551	51	17
MARYLAND	510	1,871	511	194	57
UVA	737	1,513	646	166	26
TOTAL 2004	4,721	10,764	3,890	795	221
TOTAL 2003	6,014	10,777	3,606	738	242
% ▲	-21%	0%	8%	8%	-9%

BASKETBALL SHUTTLE SERVICE

Transit will provide both pre and post game shuttle service along two dedicated service routes:

- **DOWNTOWN ROUTE:** This route also known as the Maroon route features stops in downtown Blacksburg before returning to the Coliseum
- **CAMPUS ROUTE:** The campus route also known as the Orange route primarily serves parking areas adjacent to the Coliseum and the Stadium